



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: March 6, 2019

HSS-19-011

Respite Care Services

for

Division of Services for Aging & Adults with Physical Disabilities

Date Due: **May 1, 2019**
By **11:00AM Local Time**

ADDENDUM # 1 – Questions & Answers

PLEASE NOTE:

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE MENTIONED RFP.

Respite Care Services - HSS-19-011
Questions & Answers

QUESTION 1

Section #	II Scope of Services	Paragraph #	1.1 Service Definition	Page #	2
Text Being Questioned					
Para 3	The unit of service for respite care is one (1) hour				
CHEER Questions					
	a) Can you confirm that the minimum authorized service period for billing purposes will be two (2) consecutive hours per client engagement?				

ANSWER

a) DSAAPD does not mandate a minimum of two (2) consecutive hours – needs vary with each caregiver/care recipient.

QUESTION 2

Section #	II. Scope of Services	Paragraph #	1.2 Service Definition	Page #	2
Text Being Questioned					
Para 1	Respite care is provided in the home of the care recipient or caregiver and can be provided in the absence of the caregiver or while the caregiver remains in the home.				
CHEER Questions					
	a) Can transportation be added for short trips outside the home if permission is granted by caregiver?				

ANSWER

a) Respite care is provided in the home of the care recipient or caregiver – transportation is not currently a component of Respite Care service.

QUESTION 3

Section #	III Required Information	Paragraph #	A. Minimum Requirements	Page #	3
Text Being Questioned					
B.1.	The successful vendor shall either furnish the Agency with proof of State of Delaware Business License				
CHEER Questions					
	b) Non-profit agencies do not have a business license. Will a Certificate of Incorporation continue to be acceptable under this contract in lieu of a business license?				

ANSWER

a) 501c (3) non-profit organizations are not required to obtain a Delaware business license; however they do need to provide documentation showing they have this status. Submission of a certificate of incorporation is not required.

QUESTION 4

Section #	IV. Professional Services RFP Administrative Information	Paragraph #	B. RFP Submissions	Page #	11
Text Being Questioned					
24.a.	Not obligated to award the contract to the vendor who submits the lowest bid or the vendor who receives the highest total point score				
CHEER Questions					
	a) Can you provide any further clarification on what areas of the RFP that the evaluators will be emphasizing / prioritizing in the award decision process?				

ANSWER

- a) Proposals will be scored in accordance with Evaluation Criteria listed on Page 12 & 13. As you can see, the Work Plan constitutes 50% of the overall points, thus a strong Work Plan that offers a realistic interpretation of the service area that a provider can serve garners an emphasis to the RFP Technical Review Committee.

QUESTION 5

Section #	V. Contract Terms and Conditions	Paragraph #	4. General Information	Page #	14
Text Being Questioned					
d.	Supplemented by vendor's software license, support / maintenance, source code escrow agreements.				
CHEER Questions					
	a) Is this legacy language from another contract boilerplate that could be deleted and if not, can you clarify its application this this project?				

ANSWER

- a) This is boilerplate language. Applies if applicable.

QUESTION 6

Section #	V. Contract Terms and Conditions	Paragraph #	8. General Contract Terms	Page #	16
Text Being Questioned					
a.	It may be at the State of Delaware’s discretion as to the location of work for contractual support personnel....				
CHEER Questions					
	a) See comment above – is this legacy language and if not, can you clarify its application to this project?				

ANSWER

- a) This is boilerplate language. Applies if applicable.

QUESTION 7

Section #	V. Contract Terms and Conditions	Paragraph #	8. General Contract Terms	Page #	17
Text Being Questioned					
d.	Successful vendor shall furnish proof of a State of Delaware Business license				
CHEER Questions					
a)	As noted under III B. 1. Non-profit organizations do not have a business license. Non-profit agencies do not have a business license. Will a Certificate of Incorporation be acceptable for this RFP?				

ANSWER

a) 501c (3) non-profit organizations are not required to obtain a Delaware business license; however they do need to provide documentation showing they have this status. Submission of a certificate of incorporation is not required.

QUESTION 8

Section #	V. Contract Terms and Conditions	Paragraph #	8. General Contract Terms	Page #	19
Text Being Questioned					
I.	The vendor will provide a warranty ... for a period not less than 1 year after installation.				
CHEER Questions					
	a) See comments above – is this legacy language and if not, can you clarify its application to this project?				

ANSWER

a) This is boilerplate language. Applies if applicable.

QUESTION 9

Section #	V. Contract Terms and Conditions	Paragraph #	8. General Contract Terms	Page #	20
Text Being Questioned					
m.	Holdback until acceptable performance is demonstrated (as much as 25%)				
CHEER Questions					
	a) Are we to interpret this that the state may withhold a portion of the amount billed by the contractor for Respite services rendered and if so, how would the state define acceptable performance relative to any holdback of contract monies?				

ANSWER

a) If performance is not acceptable, the State may hold back monies.

QUESTION 10

Section #	V. Contract Terms and Conditions	Paragraph #	8. General Contract Terms	Page #	20
Text Being Questioned					
o.	State of Delaware may include liquidated damages				
CHEER Questions					
	a) Will DSAAPD be including liquidated damages provisions in the contract to be awarded and if so, what will be the basis and amount/rate for damages to be assessed.				

ANSWER

a) DSAAPD will not be including liquidated damages provisions in the contract.

QUESTION 11

Section #	V. Contract Terms and Conditions	Paragraph #	8. General Contract Terms	Page #	20
Text Being Questioned					
p.	Submitted to mediation by a mediator selected by DHSS, and if the matter is not resolved through mediation, then it shall be submitted, in the sole discretion of DHSS to Delaware Health and Social Services Director for final and binding arbitration				
CHEER Questions					
	a) Hopefully neither of us would ever have to evoke the dispute resolution process, but as written, all decision-making is exclusively vested in DHSS with no real independent review short of litigation. As written, any mediator would be selected unilaterally by DHSS rather than establishing a process where both parties participate in the selection of a trained and independent mediator from the American Mediation Association. Any appeal of a mediation decision would go back to the same organization that unilaterally appointed the mediator. We ask that that in the interest of fairness and reducing the potential for any dispute proceeding to litigation, that DHSS establish a bi-lateral administrative process for dispute resolution.				

ANSWER

a) Boilerplate language. Vendor can take exception in proposal submission on Attachment 3.

QUESTION 12

Section #	V. Contract Terms and Conditions	Paragraph #	8. General Contract Terms	Page #	23
Text Being Questioned					
y.	Drug Testing Requirements for Large Public Projects				
CHEER Questions					
	a) Is this project considered a large public project?				

ANSWER

a) No, this program is not considered a large public project.

QUESTION 13

Section #	V. Contract Terms and Conditions	Paragraph #	8. General Contract Terms	Page #	25
Text Being Questioned					
gg.	The cost of any Contract audit disallowances resulting from the examination of the Vendor's financial records will be borne by the Vendor.				
CHEER Questions					
	a) As this is to be a service unit price contract, what type of financial examination of Vendor records does the state anticipate performing and beyond any error in reporting the number of service units provided or the actual contracted unit price, are there any other things the State would consider disallowances; and if so, can you provide example?				

ANSWER

a) Upon request, the provider must provide the following information with the submitted invoice. All information must be provided in an email to DSAAPD through the use of Adobe or Microsoft office based software. Please assure that any supporting documentation, which contains participant identifiable information, is sent via secure email.

Service Units

Service Units – The Provider must supply supporting documentation for the service units charged for the selected month of the Invoice Review. These records must indicate the Service Units provided, including the dates and time of service.

Program Income

Program Income – The provider must supply supporting documentation for all Program Income collected for the invoice period in question. This supporting documentation must be provided in at least one of the following forms:

- Copies of participant checks, or other proof of payment (with all bank account information redacted).
- Copy of financial statement (proving the deposit of the program income total for the invoice period in question).
- Copy of provider financial software (if applicable) printout showing the transaction of the program income total in question.

QUESTION 14

Section #	V. Contract Terms and Conditions	Paragraph #	8. General Contract Terms	Page #	25
Text Being Questioned					
hh.	Provisions under paragraphs 1,4,5 and 9 all appear to contain provisions applicable to the purchase and installation of an automated system involving software and related hardware				
CHEER Questions					
	a) Please review above referenced paragraphs and advise if and how they are to be applied to this contract for Respite Care services.				

ANSWER

a) These provisions do not apply to the Respite Care service, as bidding providers will not be required to purchase a software system.

QUESTION 15

Section #	VI. RFP Miscellaneous Information	Paragraph #	3. Production Environment Requirements	Page #	26
Text Being Questioned					
	3. Production Environment Requirements – entire paragraph				
CHEER Questions					
	a) Is this entire paragraph applicable to the procurement of Respite services and if so, can you clarify what information you are seeking from Respite vendors?				

ANSWER

a) Boilerplate language. Applies if applicable.

QUESTION 16

Section #	Attachment # 2	Paragraph #	Page #	30
Text Being Questioned				
	Form requires a State of Delaware License Number			
CHEER Questions				
	a) As noted in earlier comments, as a non-profit organization, we do not have a business license, but DSAAPD has accepted our certificate of incorporation issued by the Delaware Secretary of State's office in lieu of a business license.			

ANSWER

a) 501c (3) non-profit organizations are not required to obtain a Delaware business license; however they do need to provide documentation showing they have this status. Submission of a certificate of incorporation is not required.

QUESTION 17

Is there only Title III-E funding or is there also Title III-B and SSBG funds available?

ANSWER

For the planned service contract, Title III-E & SSBG funds will be available.

QUESTION 18

What is the total funding available for the Title III and SSBG for this contract statewide and what is the breakdown per county?

ANSWER

For the 10/1/2019 – 9/30/2020 contract year, the projected funding is: \$1,310,000.00 The breakdown of this funding is as such:

- Title III-E - \$1,200,000.00
- SSBG - \$110,000.00

QUESTION 19

Section IV, A-4, Page 4 and Section IV, B-2, Page 5 - RFP Designated Contact – Franklin Jones Proposals submission contact – Kimberly Jones

Please confirm that Questions are to be submitted to Franklin Jones. Proposal submissions are to be addressed to Kimberly Jones

ANSWER

Yes

QUESTION 20

Section IV, B-14, Page 8 - Sub-contracting

If a vendor would like to propose Respite Care services delivered two ways 1) from a Home Health Agency and 2) from a PASA Agency under a combined proposal, How would DSAAPD like the two service rates to be presented?

ANSWER

The bidding provider should submit a separate WORK PLAN & BUDGET for each licensure it plans to utilize to provide Respite Care services.

Should the proposer submit 2 budgets forms one supporting the rate for the services delivered by the Home Health Agency and second, separate budget supporting the rate for the services delivered by the PASA Agency?

ANSWER

Yes

QUESTION 21

Section IV, C-2, Page 13 - Proposal Selection Criteria/ Criteria Weight – Required Questions – Table 2

Does this RFP require awarded contracts to have or put in place a Supplier Diversity plan?

Does this RFP require awarded contracts to use diverse Sub-contractors?

Does this RFP require awarded contracts to have a written inclusion policy in place?

ANSWER

The RFP does not require awarded contractors to have a Supplier Diversity Plan.

The RFP does not require the awarded contractor to use diverse sub-contractors

The RFP does not require the awarded contractor to have a written inclusion policy.

The RFP does require bidders to respond to the three questions on page 13; however the answers will not be scored or affect the evaluation process.

QUESTION 22

Section V, 3, Page 14 - As a Service Subscription

Is there a service subscription license cost required by or needed to be purchased in order to furnish or report contracted delivery of Respite services?

ANSWER

No, there is no service subscription license required for RFP HSS-19-001. Please disregard any requirements to this throughout the HSS-19-011 bid.

If yes, what is the amount that will be charged to an awarded vendor for an individual license subscription?

Is the amount to be charged to an awarded vendor a 1 time fee or will the individual license subscription fee be reoccurring and at what intervals? (ie: Annual, monthly, other?)

ANSWER

Not applicable (per Question #22 answer)

QUESTION 23

Section V, 8 – o, Page 20 - Liquidated Damages

Has the State of Delaware-HSS-DSSAPD charged liquidated damages to a contracted provider of Respite care services in the last 2 years?

ANSWER

No

QUESTION 24

Appendix B – Budget Format

In an effort to properly prepare a realistic proposal and budget in the required excel workbook, please provide the following information regarding FY18 (Oct 2017-Sept 2018) budgeted or planned dollars and units:

a. What was the total dollars and total units budgeted or planned for Respite Care services for FY18?

ANSWER

The total dollars DSAAPD allocated for Respite Care services for the October 2017 – September 2018 contract year was \$1,387,792.00.

b. What is the split between funding source (Title III and SSBG) for the total Respite Care dollar budget for FY18?

ANSWER

Title III-E - \$1,226,625.00

SSBG - \$161,167.00

c. What are the total contract dollars and units (hours) for each contracted provider for FY 18?

ANSWER

Agency	SSBG	Title III-E
Provider 1	\$56,210	\$431,058
Provider 2		\$49,826
Provider 3	\$104,957	\$274,962
Provider 4		\$179,988
Provider 5		\$290,791

d. What are the current DSAAPD Reimbursement Rates for each contracted provider listed in C?

ANSWER

Agency	Price
Provider 1	\$25.95
Provider 2	\$23.92
Provider 3	\$27.55
Provider 4	\$27.48
Provider 5	\$24.15

QUESTION 25

For the section of the boilerplate that are not applicable, do bidding providers need to address those areas in the bid?

ANSWER

No, if a section is not applicable for the Respite Care service, bidders do not need to address it.

QUESTION 26

How many providers does DSAAPD plan to award a contract?

ANSWER

Currently, there are five (5) providers providing Respite service. DSAAPD retains to option to increase or decrease that total depends on the amount and quality of bids received.